

In the claims:

1-20. (Cancelled)

21. (Previously presented) A method for providing technical services to a telematics device, the method comprising:

selecting, at a service center configured to facilitate communications to and from the telematics device, a technical service action for at least one telematics device;

associating, at the service center, the selected technical service action with a unique identification code assigned to a respective telematics device;

storing the associated technical service action in a technical services database;

then

receiving, at the service center, a request for technical services from the telematics device, the request for technical services including an associated unique identification code;

comparing the assigned unique identification code to the associated unique identification code; and

providing the technical service action from the service center to the respective telematics device if the assigned unique identification code matches the associated unique identification code.

22. (Canceled)

23. (Previously presented) The method of claim 21, further comprising generating the request for technical services at the telematics device.

24. (Previously presented) The method of claim 23 wherein generating the request for technical services comprises:

activating a user interface;

receiving a command at the user interface to initiate the request for technical services; and

initiating a technical services communication protocol sequence based on the received command.

25 – 28. (Canceled)

29. (Previously presented) A computer readable medium storing a computer program for providing technical services to a telematics device, the medium comprising:

computer readable code for selecting, at a service center configured to facilitate communications to and from the telematics device, a technical service action for at least one telematics device;

computer readable code for associating, at the service center, the selected technical service action with a unique identification code assigned to a respective telematics device;

storing the associated technical service action in a technical services database;

computer readable code for receiving, at the service center, a request for technical services from the telematics device, the request for technical services including an associated unique identification code;

computer readable code for comparing the assigned unique identification code to the associated unique identification code; and

computer readable code for providing the technical service action from the service center to the respective telematics device if the assigned unique identification code matches the associated unique identification code.

30. (Canceled)

31. (Previously presented) The computer readable medium of claim 29, further comprising computer readable code for generating the request for technical services at the telematics device.

32. (Previously presented) The computer readable medium of claim 31 wherein the computer readable code for generating the request for technical services comprises:

computer readable code for activating a user interface;

computer readable code for receiving a command at the user interface to initiate the request for technical services; and

computer readable code for initiating a technical services communication protocol sequence based on the received command.

33 – 34. (Canceled)

35. (Previously presented) The method of claim 21, further comprising notifying a user of the stored associated technical service action.

36. (Previously presented) The method of claim 35 wherein prior to notifying the user, the method further includes generating a notification of the stored associated technical service action.

37. (Previously presented) The method as defined in claim 21 wherein each of the assigned unique identification code and the associated unique identification code is selected from a vehicle identification number, a vehicle system electronic serial number, a telematics unit electronic serial number, and combinations thereof.

38. (Previously presented) The method as defined in claim 21 wherein the technical services are selected from system identifier (SID) table updates, telematics device

reconfigurations, mobile configurations, programming error corrections, phone number configurations, and combinations thereof.

39. (Previously presented) The computer readable medium of claim 29, further comprising computer readable code for generating a notification of the stored associated technical service action.

40. (Previously presented) The computer readable medium of claim 39, further comprising computer readable code for notifying a user of the stored associated technical service action.

41. (Previously presented) The computer readable medium of claim 29 wherein each of the assigned unique identification code and the associated unique identification code is selected from a vehicle identification number, a vehicle system electronic serial number, a telematics unit electronic serial number, and combinations thereof.

42. (Previously presented) The computer readable medium of claim 29 wherein the technical services are selected from SID table updates, telematics device reconfigurations, mobile configurations, programming error corrections, phone number configurations, and combinations thereof.